

FY 2021 Performance Data Form – *What's New for Module 2* *(Performance Measures)*

LIHEAP Webinar hosted by the Office of Community Services (OCS) in the Administration for Children and Families (ACF) presented by APPRISE under contract to OCS

February 10, 2022

Welcome:

Sharnice Peters (OCS)

Presenters:

Melissa Torgerson (Verve Associates)

Dan Bausch (APPRISE)



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Welcome

- **Purpose of This Webinar**

- To furnish an update on the Performance Data Form status.
- To provide an overview of Module 2 (Performance Measures) of the LIHEAP Performance Data Form.
- To explain the approach for reporting on supplemental funds, including ARPA and CARES Act funds.
- To highlight key reminders and ways to avoid common reporting issues.

- **Audience for This Webinar**

- Coordinators and other staff who work on the Performance Measures Module.

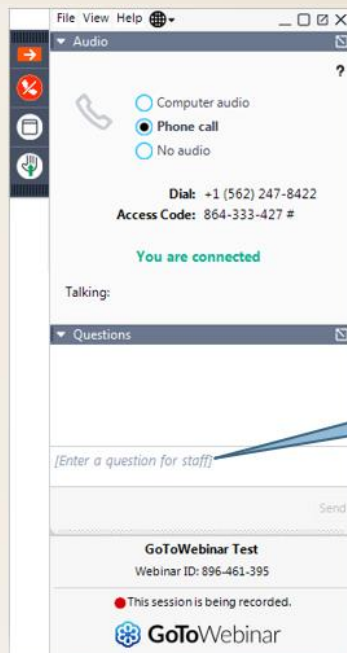
Webinar Overview

- **Structure of The Webinar**
 - 60-minutes to review key information.
 - **Slides available for download now** under “Handouts” in the GoToWebinar Sidebar.
 - The webinar is being recorded and will be published on the ACF YouTube channel.

GoToWebinar Question Box

- **Have a question?**

- You are encouraged to ask questions as you have them by typing them into the GoToWebinar “Question” box.
- Submitted questions will be reviewed and responded to at the end of the webinar or via an e-mail from APPRISE.



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Presenter(s):
Melissa Torgerson

Presentation Outline

- | | | |
|----|--|-----------------|
| 1. | Overview of the Performance Data Form | Slide 6 |
| 2. | Summary of Changes to the FY 2021 Performance Measures | Slide 10 |
| 3. | Key Steps for Reporting | Slide 27 |
| 4. | Impacts of Pandemic & Supplemental Funds | Slide 36 |
| 5. | Reporting Examples | Slide 40 |
| 6. | Data Validation and Checks | Slide 44 |
| 7. | Final Reminders | Slide 47 |

Overview of the Performance Data Form

The Performance Data Form

- The Performance Data Form is one report consisting of multiple modules:
 - Module 1 (Grantee Survey) – Mandatory
 - ➔ • Module 2 (Performance Measures) - Mandatory
 - Module 3 (Optional Performance Measures) – Optional

FY 2021 Performance Measures Update:

Update on Status & Due Date

- The Performance Data Form expired in April. OCS is awaiting a decision from OMB regarding a reinstatement of the Performance Data Form with proposed changes.
- OCS will issue an Action Transmittal and instructions once the form is finalized and approved. The new due date will be no sooner than March 31.
- To assist grantees, a draft version of the proposed form with changes is included as a handout to this webinar.

FY 2021 Performance Measures Update:

Update on Status & Due Date

Submission Approach

- As with the prior FY 2020 report, OCS will be asking grantees to submit the FY 2021 Performance Data Form using the Basecamp platform via an Excel Spreadsheet.
- Each grantee will be receiving a communication soon to provide them with the link to their Basecamp folder and the Excel spreadsheet.
- **The Excel spreadsheet will be customized for each state with your FY 2021 funding amounts. You will need to use the specific spreadsheet for your state.**

Module 2 Performance Measures

Background

- The Performance Measures have been submitted by state grantees since 2016 in Module 2 of the LIHEAP Performance Data Form.
- Three main types of data need to be reported:
 1. [LIHEAP Energy Burden Targeting Information \(Section V\)](#)
 2. [LIHEAP Restorations of lost energy service \(Section VI\)](#)
 3. [LIHEAP Preventions of the loss of energy service \(Section VII\)](#)
- **The Performance Measures provide measurable information on annual LIHEAP impacts and targeting performance. The data provide OCS and grantees with information to help with Performance Management.**

Proposed Changes to Module 2

Summary of Changes

- Since FY 2016, Module 2 has collected data on the overall impacts of LIHEAP assistance on recipients.
- **OCS has proposed additions to the Performance Measures.**
- The purpose of these proposed changes is so that grantees, HHS, and the public can have information on the impacts that supplemental funds have had on LIHEAP recipient households.

Proposed Changes to Module 2

What Has NOT Changed

- Grantees are still asked to complete the report to provide overall impacts on your households served during FY 2021, including:
 1. Energy burden information for the sample of households with energy expenditure data
 2. Total instances where LIHEAP assistance restored lost energy service
 3. Total instances where LIHEAP assistance prevented loss of service
- This means the process and procedures to complete the main report remain the same.

Proposed Changes to Module 2

New Additions

- The updated form is asking grantees to take two additional steps:
 - **Change #1** – Identify and filter to the subset of households who received CARES benefits and produce the same statistics.
 - **Change #2** – Identify and filter to the subset of households who received ARPA benefits and produce the same statistics.
- This does not mean making new or additional vendor requests. Instead, it means identifying and filtering to CARES and ARPA households and benefits to produce the same statistics for these subgroups.

Proposed Changes to Module 2

Form Design

- The main change to Module 2's form is there are now three tabs:
 - Module 2A is where you report on all households with data (**same as you reported in the past; should include CARES and ARPA**)
 - Module 2B is where you report on the subset of households from 2A who received CARES benefits.
 - Module 2C is where you report on the subset of households from 2A who received ARPA benefits.
- All tabs have the same appearance and sections.

Proposed Changes to Module 2

Example for Section V (Energy Burden Targeting)

Section V has three Parts:

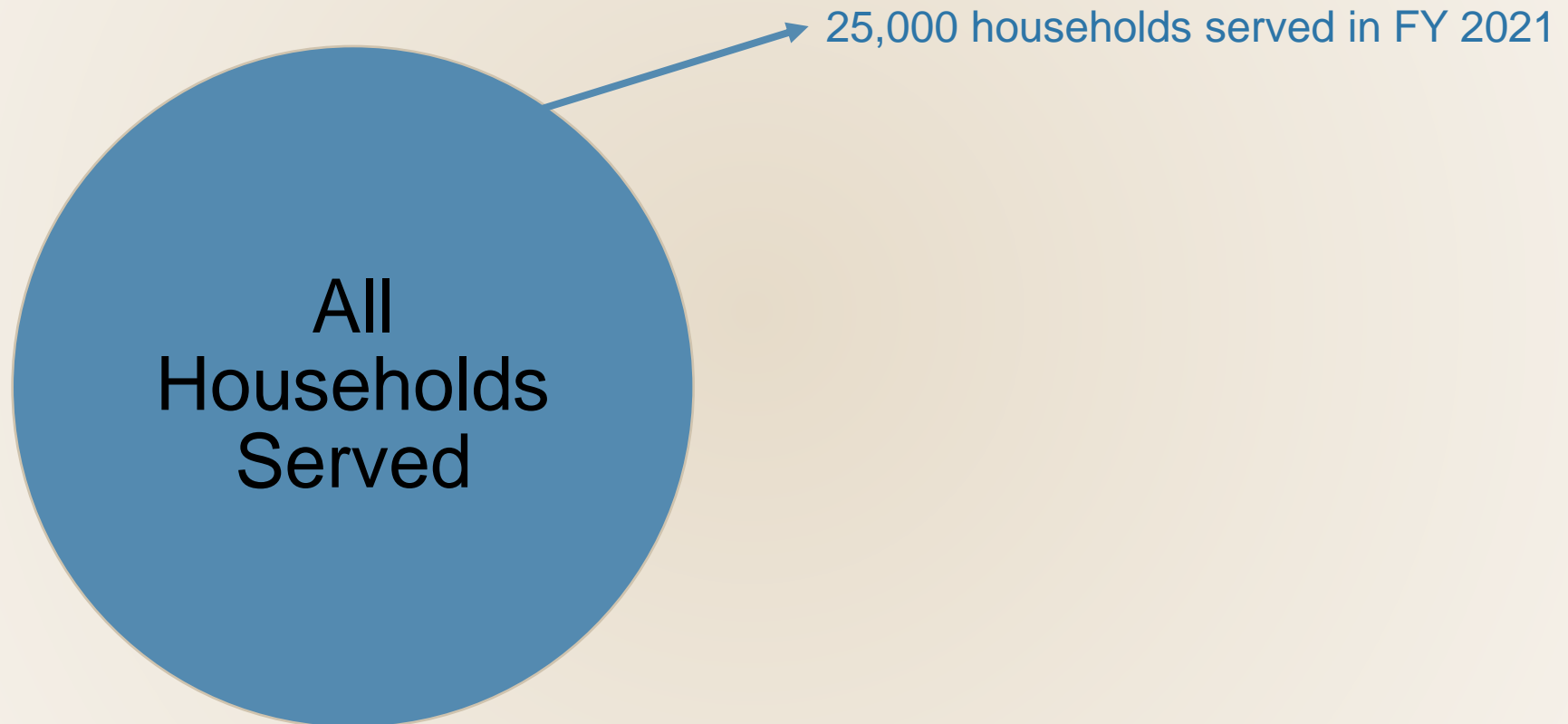
- Part A – Number of Bill Payment-Assisted Households
 - Part B – Households with Collected Bill Data
 - Part C – High Burden Households with Collected Bill Data

To report for Section V, grantees follow these steps each year:

1. You identify the total households that received a bill payment (reported in Part A).
2. You collect energy expenditure data from a sample of your energy vendors.
2. You identify the households with complete annual expenditure data.
3. You use the collected data and your program data to calculate the statistics for the Parts B and C.

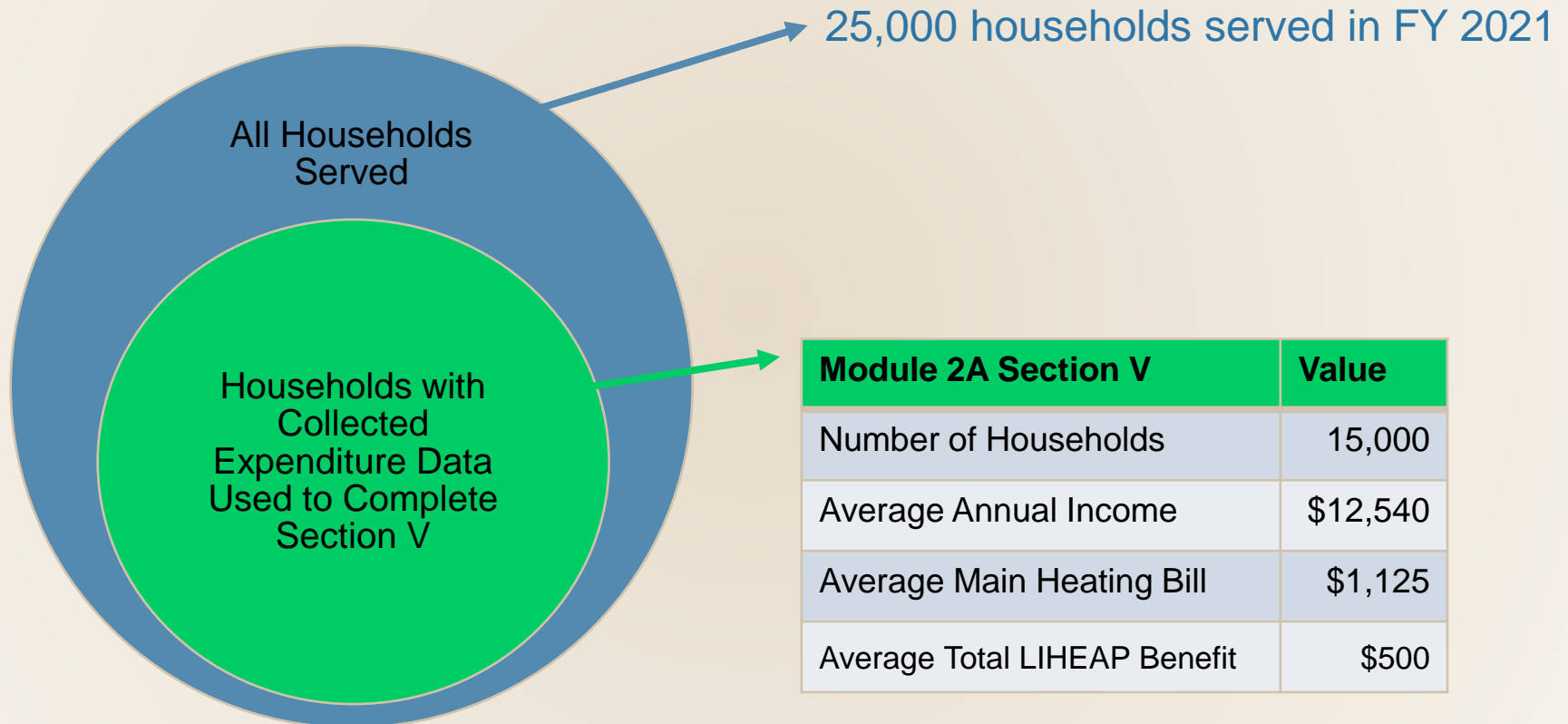
Proposed Changes to Module 2

Example for Section V (Energy Burden Targeting)



Proposed Changes to Module 2

Example for Section V (Energy Burden Targeting)



Proposed Changes to Module 2

Example for Section V (Energy Burden Targeting)

The new requirements ask you to produce the same statistics, but filtered to households who received CARES assistance and/or ARPA assistance.

You collected data for 15,000 households and will use those to produce your main Performance Measures results.

The new changes ask you to identify...

1. Which of the 15,000 received CARES assistance and to produce the same statistics for those cases.
2. Which of the 15,000 received ARPA assistance and to produce the same statistics for those cases.

Proposed Changes to Module 2

Example for Section V (Energy Burden Targeting)



All Households Served

A large blue circle is positioned on the left side of the slide. A blue line originates from the top edge of the circle, extends upwards, then turns 90 degrees to the right, ending in an arrowhead pointing towards the text '25,000 households served in FY 2021'.

25,000 households served in FY 2021

Proposed Changes to Module 2

Example for Section V (Energy Burden Targeting)

25,000 households served in FY 2021

All Households Served

Households with
Collected Expenditure
Data

Module 2A Section V

Value

Number of Households

15,000

Average Annual Income

\$12,540

Average Main Heating Bill

\$1,125

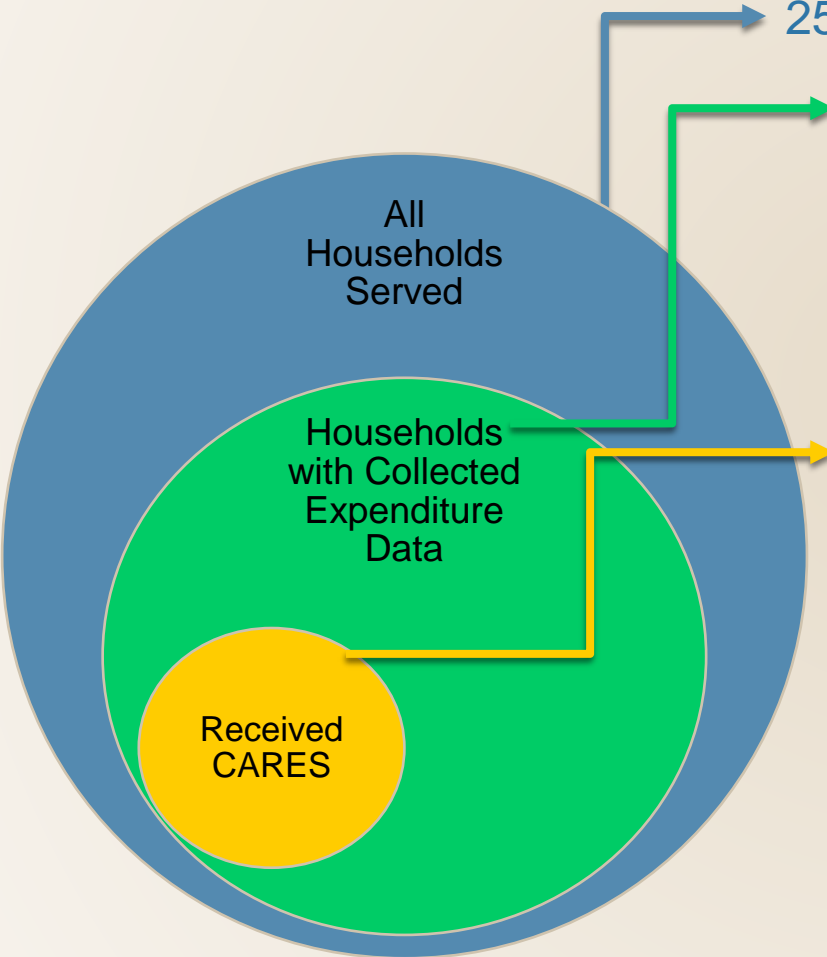
Average Total LIHEAP Benefit

\$400

Proposed Changes to Module 2

Example for Section V (Energy Burden Targeting)

25,000 households served in FY 2021



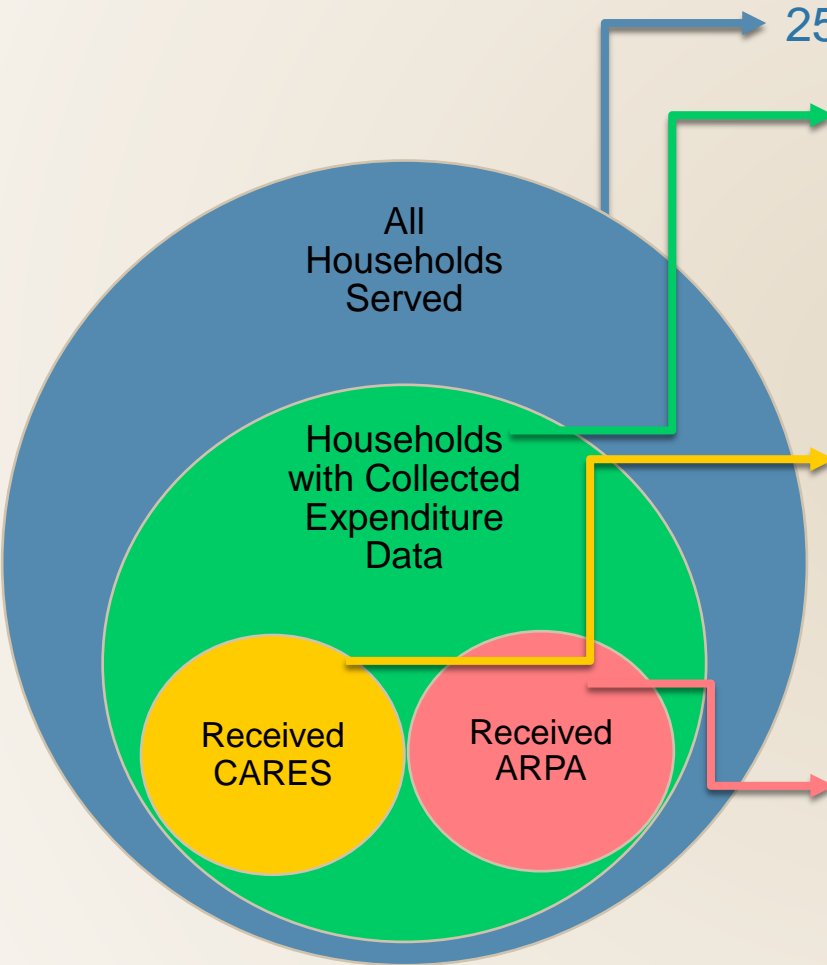
Module 2A Section V	Value
Number of Households	15,000
Average Annual Income	\$12,540
Average Main Heating Bill	\$1,125
Average Total LIHEAP Benefit	\$400

Module 2B Section V	Value
Number of Households	5,000
Average Annual Income	\$10,850
Average Main Heating Bill	\$1,400
Average CARES Benefit	\$100

Proposed Changes to Module 2

Example for Section V (Energy Burden Targeting)

25,000 households served in FY 2021



Module 2A Section V	Value
Number of Households	15,000
Average Annual Income	\$12,540
Average Main Heating Bill	\$1,125
Average Total LIHEAP Benefit	\$400

Module 2B Section V	Value
Number of Households	5,000
Average Annual Income	\$10,850
Average Main Heating Bill	\$1,400
Average CARES Benefit	\$100

Module 2C Section V	Value
Number of Households	3,000
Average Annual Income	\$9,500
Average Main Heating Bill	\$1,625
Average ARPA Benefit	\$50

Proposed Changes to Module 2

What Is Needed to Do This

You need two additional pieces of information to do this:

1. The CARES benefit amount a household received
2. The ARPA benefit amount a household received

This is similar to the Household Report and Grantee Survey changes.

- For the Household Report, you needed to identify households who received CARES or ARPA.
- For the Grantee Survey, you need to report average benefit amounts for CARES and ARPA assistance.

Proposed Changes to Module 2

What Is Needed to Do This

Data on clients needed each year

Household ID	Main Heating Fuel	Annual Main Heating Bill	Annual Electricity Bill	Total LIHEAP Benefit Amount
#1	Propane	\$2,800	\$1,200	\$525
#2	Fuel Oil	\$1,500	\$1,500	\$750
#3	Electricity	\$1,200	\$0	\$240
#4	Gas	\$1,000	\$800	\$300
#5	Electricity	\$1,000	\$0	\$200

- Module 2A
 - Average Annual Heating Bill = \$1,500
 - Average Electric Bill = \$700
 - Average Total Benefit Amount = \$2,015

Proposed Changes to Module 2

What Is Needed to Do This

Data on clients needed each year

Household ID	Main Heating Fuel	Annual Main Heating Bill	Annual Electricity Bill	Total LIHEAP Benefit Amount
#1	Propane	\$2,800	\$1,200	\$525
#2	Fuel Oil	\$1,500	\$1,500	\$750
#3	Electricity	\$1,200	\$0	\$240
#4	Gas	\$1,000	\$800	\$300
#5	Electricity	\$1,000	\$0	\$200

New Items

CARES Benefit Amount	ARPA Benefit Amount
	\$100
\$200	
\$50	

Proposed Changes to Module 2

What Is Needed to Do This

Data on clients needed each year

New Items

Household ID	Main Heating Fuel	Annual Main Heating Bill	Annual Electricity Bill	Total LIHEAP Benefit Amount	CARES Benefit Amount	ARPA Benefit Amount
#1	Propane	\$2,800	\$1,200	\$525		\$100
#2	Fuel Oil	\$1,500	\$1,500	\$750	\$200	
#3	Electricity	\$1,200	\$0	\$240		
#4	Gas	\$1,000	\$800	\$300	\$50	
#5	Electricity	\$1,000	\$0	\$200		

- Module 2B
 - Average Annual Heating Bill = \$1,250
 - Average Electric Bill = \$1,150
 - Average CARES Benefit Amount = \$125

Audience Poll Question #1

QUICKPOLL

How hard will it be for your state to identify and report on CARES/ARPA data for the Performance Measures?

Please select one:

- **Very Difficult**
- **Somewhat Difficult**
- **Somewhat Easy**
- **Very Easy**

Submit



Key Steps for Reporting for All Households (Module 2A)



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Key Step #1:

Collect Annual Bill Amount from a Sample of Energy Vendors

- For Section V, grantees need to have the annual energy bill data for households in Part B.
- Grantees should follow these steps to do this:
 1. Identify the top energy vendors for each fuel
 2. Request data from the sample of vendors. (e.g. getting the vendor data)
 3. Review the returned vendor data.

-> Note: This step is not impacted by the changes to the report.

Key Step #2:

Combine the Vendor Data with your Program Data

- After getting the vendor data, combine the vendor data with you program client data.
 - NOTE: Include/keep CARES and ARPA data.
- After combining, identify households with complete energy bill data. This is households with an annual main heating bill for each fuel type AND the average annual electricity bill.
 - For example, households heating with natural gas need to have their annual gas bill amount AND annual electric bill amount.

Key Step #3: *Calculate Statistics for Section B*

- Once you have combined your vendor and program data and identified households with complete energy bill data...
- Calculate the statistics in the report for each main heating fuel type
- This includes...
 - Average Annual Income
 - Average Annual Main Heating Bill
 - Average Annual Electricity Bill
 - Average Total Benefit Received

Key Step #4:

Identify High Burden and Calculate Part C

Section V asks for average statistics for the total households versus “high burden” households. High Burden are the top 25% with the highest calculated energy burdens.

To identify the “high burden” households, follow these steps:

1. For each household in Part B, calculate their total residential energy bill (the sum of their main heating bill + their electricity bill)
2. Calculate energy burden for each household.
3. Assign a value of 100% burden to households with \$0 income or with calculated burden above 100%.
- 4: Sort the combined set of ALL households from highest to lowest energy burden.
- 5: Draw the top 25% of households with the highest energy burden, regardless of fuel type.
6. Produce the same statistics using just the households drawn.

Key Step #4: *Identifying High Burden Households*

Household ID	Main Heating Fuel	Annual Income	Step 1: Annual Total Residential Energy Bill	Step 2: Energy Burden
Household 5	Electricity	\$0	\$1,000	100%
Household 2	Fuel Oil	\$10,000	\$3,000	30%
Household 1	Propane	\$16,000	\$4,000	25%
Household 8	Natural Gas	\$10,000	\$1,500	15%
Household 7	Fuel Oil	\$24,000	\$2,400	10%
Household 6	Electricity	\$10,000	\$800	8%
Household 3	Electricity	\$15,000	\$1,200	8%
Household 4	Natural Gas	\$30,000	\$1,800	6%

Step 5:
Top 25%
Selected

Step 3: Zero-
Income Household
was assigned 100%
energy burden

Step 4: Households
sorted by energy burden

Presenter(s):
Melissa Torgerson

Key Step #5: Reporting for *Sections VI: Restoration*

- Steps to Complete these Sections:
 1. Identify the LIHEAP benefits provided in FY 2021.
 2. Identify those from #1 that restored energy service that had been lost. This includes...
 1. Benefits that reconnected shut off utility service
 2. Benefits that provided a fuel delivery to a house out of fuel
 3. The repair/replacement of equipment that was inoperable and not working.

REMINDER: Report the total count of occurrences. For example, if a household ran out of fuel twice and LIHEAP provided fuel both times, then this should be reported as 2 occurrences.

Key Step #6: Reporting for *Sections VII: Prevention*

- Steps to Complete these Sections:
 1. Identify the LIHEAP benefits provided in FY 2021.
 2. Identify those from #1 that prevented the imminent loss of energy service for a household. This includes...
 1. Benefits that prevented an upcoming disconnection.
 2. Benefits that provided a fuel delivery when a house was low on fuel
 3. The repair/replacement of equipment that was functional, but failing.

REMINDER: Report the total count of occurrences. For example, if a household had an imminent disconnection in the winter and summer and LIHEAP prevented both from occurring, then this should be reported as 2 occurrences.

Key Step #7: *New Changes*

- To report for the CARES and ARPA subsets, you need to repeat steps 3 through 6 for each group:
 - Step 3 – Calculate Statistics for Part B
 - Step 4 – Identify High Burden Statistics for Part C
 - Step 5 – Restorations
 - Step 6 – Preventions

Impacts of Pandemic & Supplemental Funds



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Pandemic and Supplemental Fund Impacts

Impact of Pandemic on Results

- **Grantees may see changes in their FY 2021 Performance Measures results because of the pandemic.**
- *Examples:*
 - Some states had COVID-related utility shutoff moratoriums cease during FY 2021. Those states may see a large increase in restorations or preventions compared to FY 2020.
 - Some grantees had limited equipment services in FY 2020, but resumed those activities in FY 2021. This may impact the Section VI and VII equipment restoration and prevention lines.
 - If you expanded or changed your eligibility requirements, you may see changes in the characteristics of your LIHEAP population.
 - You may also see differences in the average annual income or the annual energy bills due to the economic and social impacts of the pandemic.

Pandemic and Supplemental Fund Impacts

Guidance for Data Collection

- **Households provided with CARES or ARPA benefits in FY 2021 should be included when preparing information for the Performance Measures report.**
- **Section V**
 - **For vendor data requests, this means you include any household that received bill payment assistance and uses that vendor for service.** Households would not be excluded because of funding source used.
- **Sections VI and VII**
 - Count any household based on the criteria for restoration or prevention.

Pandemic and Supplemental Fund Impacts

Impact of Supplemental Funds on Results

- **Grantees may see changes in their FY 2021 Performance Measures results because of the use of their supplemental funds.**
- *Examples:*
 - If you provided extra benefits to a larger portion of your clients, the average benefit amounts in your report will be higher.
 - If you targeted additional or new benefits for crisis situations, you may see a larger number of restoration or prevention occurrences.
 - If you served more households than normal, you may see other differences in the characteristics of households served.

Examples



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Example #1:

State X Used ARPA for Supplemental Benefits

- Scenario**

- In FY 2021, State X served 50,000 households.
- They did not provide any CARES benefits during FY 2021.
- They provided a \$200 supplemental benefit to most households using their ARPA funds.

	Module 2A - All	Module 2B – CARES Subset	Module 2C – ARPA Subset
Part A - Total Households	50,000	0	48,000
Part B			
Households with Data	25,000		24,800
<i>Average Income</i>	\$12,000		\$11,900
<i>Average Benefit Amount</i>	\$450		\$200
<i>Average Energy Expenses</i>	\$1,200		\$1,150
<i>Pre-LIHEAP Energy Burden</i>	10%		10%
<i>Post-LIHEAP Energy Burden</i>	6%		8%
<i>Burden Reduction</i>	4%		2%

Presenter(s):
Dan Bausch

Example #2:

State Y Used CARES for Targeted Assistance

- Scenario**

- In FY 2021, State Y served 30,000 households.
- They used CARES to provide the top 5,000 households with the highest arrearages with arrearage assistance up to \$3,000 dollars.
- They did not provide any ARPA benefits during FY 2021.

	Module 2A - All	Module 2B – CARES Subset	Module 2C – ARPA Subset
Part A - Total Households	30,000	5,000	0
Part B			
Households with Data	20,000	3,000	
<i>Average Income</i>	\$12,000	\$10,000	
<i>Average Benefit Amount</i>	\$450	\$1,500	
<i>Average Energy Expenses</i>	\$1,500	\$1,800	
<i>Pre-LIHEAP Energy Burden</i>	13%	18%	
<i>Post-LIHEAP Energy Burden</i>	9%	3%	
<i>Burden Reduction</i>	4%	15%	

Presenter(s):
Dan Bausch

Example #3:

State Z Restoration and Prevention

- **Scenario**
 - In State Z, if a household applies and is disconnected from electric service or received a disconnection notice, they receive a Crisis benefit to have the electric turned back on or to pay the balance owed.
 - They provided a total of 500 households with Crisis Assistance due to being disconnected, and 800 with Crisis Assistance due to receiving a past due notice,
 - State Z used CARES funds in FY 2021, but only for regular assistance and not for Crisis Assistance.
 - State Z used ARPA funds in FY 2021 to help 100 households that got shut off when COVID moratoria were lifted.

	Module 2A – All	Module 2B – CARES Subset	Module 2C – ARPA Subset
Occurrences where Energy Service was restored after Disconnection	500	0	100
Past Due Notice or Disconnect Notice	800	0	0

Data Validation and Checks



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Data Validations and Checks

Form Validations

- For Module 2, OCS has implemented steps to help grantees with completing the report accurately. These include:
 - **Calculated fields** – When possible, OCS has included formulas to calculate fields to reduce burden and potential reporting issues.
 - **Locked fields** – Fields that should not require a value are locked to avoid editing.

Data Validations and Checks

Review Process

- APPRISE checks submitted Performance Measures data and will e-mail grantees to alert them to any issues or questions based on their review.
- These checks are intended to help ensure your report is accurate and reporting nuances are documented.
- Checks include:
 - Verifying report data internal consistency
 - Reviewing grantee notes
 - Verifying report data consistent with other reports
- When your report is confirmed as complete, you will be notified.

Final Reminders



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Final Reminders

Updates to Module 2

- The Performance Data Form expired in April. OCS is awaiting a decision from OMB regarding a reinstatement of the Performance Data Form with proposed changes.
- OCS will issue an Action Transmittal and instructions once the form is finalized and approved. The new due date will be no sooner than March 31.
- To assist grantees, a draft version of the proposed form with changes is included as a handout to this webinar.

Final Reminders

Updates to Module 2

- OCS has proposed additions to Module 2 to ask grantees to report information on households who received CARES and ARPA assistance.
- Grantees need to still produce the main report, but are asked to take the additional step of producing the same statistics after filtering to CARES households and then filtering to ARPA households.

Final Reminders

Performance Measures Resources

- **Prior FY 2020 Performance Data Form AT and Instructions:**
<https://www.acf.hhs.gov/ocs/policy-guidance/liheap-2020-01-performance-data-form-fy-2019>
- **Performance Measures Resources & Data Reliability Assessment Tools (log-in required):**
<https://liheappm.acf.hhs.gov/performance-measures/>
- **“Check Before You Submit” Document:**
https://liheappm.acf.hhs.gov/sites/default/files/private/grantee_tools/best_practices/LIHEA_P-PDF-Section-V-Before-You-Submit-Document.pdf
- **Past Years’ Performance Measures Data:**
https://liheappm.acf.hhs.gov/data_warehouse/index.php?report=homepage

Audience Poll Question #2

QUICKPOLL

How confident are you that you understand how to correctly complete the FY 2021 Performance Measures?

Please select one:

- **Not at all Confident**
- **Not Too Confident**
- **Somewhat Confident**
- **Very Confident**

Submit



Final Reminders

Additional Training

- There will be more detailed step-by-step webinars for both Module 1 (Grantee Survey) and Module 2 (Performance Measures). OCS will be emailing registration information for each webinar soon.
- Grantees with questions or facing challenges are encouraged to contact APPRISE or your liaison.

Final Reminders

Support Resources

OCS liaisons

<http://www.acf.hhs.gov/programs/ocs/resource/division-of-energy-assistance-federal-staff>

APPRISE Team

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Audience Poll Question #3

QUICKPOLL

How likely is it that you may need to reach out to APPRISE for assistance with completing your FY 2021 Performance Measures Form?

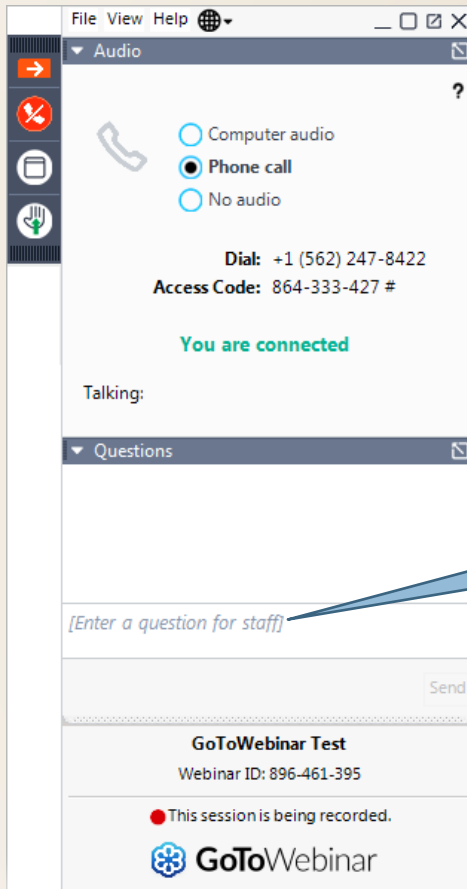
Please select one:

- **Not at all Likely**
- **Not Too Likely**
- **Somewhat Likely**
- **Very Likely**
- **Not Sure Yet**

Submit



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